uonews

Universal Orlando Resort™ Team Member Newsletter

August 20 - September 2, 2018

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UNIVERSAL ORLANDO RESORT

PRODUCED BY TEAM MEMBER COMMUNICATIONS

UNIVERSAL STUDIOS FLORIDA™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

UNIVERSAL'S Aventura Hotel™

Our universe just got a whole lot....taller. Towering at an impressive 17 stories high, Universal's Aventura Hotel is the newest addition to Universal Orlando Resort's collection of hotels. With a modern and stylish design, Smart Room technology, and a rooftop bar with an unbeatable view, Aventura Hotel takes the Guest experience to a whole new level – literally.

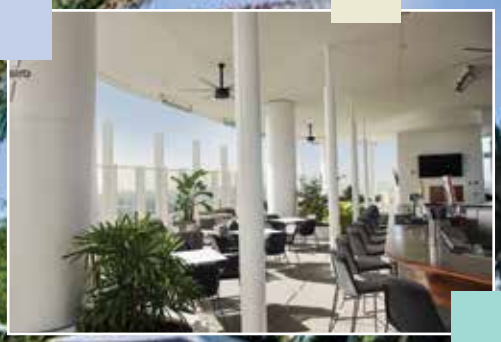
Aventura Hotel is categorized as a "Prime Value" hotel, providing Guests with Early Park Admission, complimentary delivery of merchandise from the park to the hotel, dedicated walking path to Universal's Volcano Bay, complimentary shuttle service for resort-wide transportation, and more.

There are 600 guest rooms and suites, which include Standard Rooms, Deluxe Rooms, and Kids Suites, all with the option to upgrade to a Skyline View.

Each room comes with a tablet that allows guests to view park maps and park hours, order pizza, control the TV and thermostat, and more.

The lobby features 18-foot windows, a Starbucks, the chic lobby bar – **barVentura,** and the modern food hall – **Urban Pantry.**

Urban Pantry is inspired by world-famous food halls and markets, and includes a Roast Station, a Pizza Station, a Wok Station, and a Burger Station.



Bar 17 Bistro, Aventura's rooftop bar and grill, offers 360 views of all three theme parks, has a dedicated express elevator in the lobby, and is open to all Universal Orlando Guests.

The resort-style pool is 4,745 sq. ft. with laminar jets, and is accompanied by a poolside hot tub, a pool bar, and a splash pad.

Additional amenities include a fitness center, a game room, Universal Studios Store, UO Vacation Planning Center, and a car rental desk.

Your Adventure Begins Here.

Our Next Issue Will Be the Last Print Edition of *UO News*

After nearly 450 print editions of *UO News* (formerly *Universal News*) over the past 18 years, we are looking forward to introducing all-new ways to connect you to the news that matters to you and highlight life as a UOTM. Our next issue, September 3, will be the last print edition of *UO News*. But *UO News* is definitely not going away – it's going digital! Check out the details:

UO News Weekly E-mail Newsletter Coming Soon to Your Inbox

UO News is not only going digital, but going weekly! The new e-newsletter will feature just-in time company and Team Member news in an easy-to-read digest format. In the coming weeks, ***UO News Weekly*** will be sent to primary email addresses provided.

Don't want to miss out on UO News Weekly? Visit the **Self-Service Center** and verify your email address is current. After logging in, just select **'Email Addresses'** under 'My Info' to update or add your home email address.

And There's More on the Way!

All-New Print Magazine - UOTM Insider

UOTM Insider, a monthly publication, will aim tell the stories of what it means to be a Universal Orlando Team Member. *UOTM Insider* will provide exclusive, behind-the-scenes features, celebrate our successes, and showcase our fun. Plus, global recognition programs and celebrations will be highlighted in all-new way to further showcase our Team Members while still accommodating for our growth, for example:

- **UOTM Milestones** will now be celebrated in the magazine at the 10-year mark with a special profile of a Team Member reaching the longest milestone of the month.
- **BRAVO Award Winners** will be featured by name with a selection of winners highlighted with excerpts from their nominations.
- Our **'Share Your Celebrations'** section will now be reserved to celebrate milestone anniversaries (in 5-year increments), births/adoptions, and weddings.

We've got a lot more in store and can't wait to share it with you - our first issue of *UOTM Insider* will debut on October 1!

Team Member-Focused Instagram Channel

We're introducing an Instagram channel to connect you in an all-new way to your life at UO. From exclusive stories to unique highlights to fun interaction - we'll be inviting you to follow along and be a part of our Universal family. Look for specifics on this exciting new channel in our first issue of *UO News Weekly*.

Stay tuned for more details, coming soon!

UNIVERSAL ORLANDO RESORT HALLOWEEN HORROR NIGHTS

The Halloween Horror Nights Creative Team Answers YOUR Questions

How do you come up with new ideas each year? How long does it take to plan Halloween Horror Nights? What's your favorite house of all time?

What are you just *dying* to know about Halloween Horror Nights? Here's your chance to meet with the Halloween Horror Nights Creative team and get the answers to your questions! Visit **UOTeam.com** and select **'Submit YOUR Questions to the Halloween Horror Nights Creative Team'** under **'latest news'** to ask something you've always wanted to know about this popular event.

We'll be selecting questions and highlighting them, along with answers direct from the HHN team, in an upcoming feature. Don't delay - submit your question no later than **Friday, August 31** for consideration.

HEALTH & FITNESS

Register for the UO Fun Run Before August 31 for a Special Discount

Join UOTMS for the 3rd annual **UO Fun Run** on Saturday, December 1 UO Team Members can sign up for a special discounted price of $25 from now until August 31.

Whether you're running with a team or flying solo, you can participate in a fun-filled 5k run through both Universal Studios Florida and Islands of Adventure, complete with music, special character appearances, and even an after-party!

Sign up today at **UOFunRun.com**

Update to Prescription Pickup Process at Walgreens Pharmacy at TeamCare

Please be advised that in order to comply with Florida Law, as of July 1, 2018, all controlled substance subscriptions require a government-issued photo identification at the time of pick up. Please be sure to bring one of the following accepted forms of identification when picking up a prescription any controlled substance prescription:

- **Driver's License**
- **State ID**
- **Military ID**
- **Passport**
- **Immigrant/Alien Identification Card**

Thank you for your patience and understanding with this new procedure. Please call the Walgreens Pharmacy at TeamCare if you have any questions at 407-903-1752.

As a reminder, the Walgreens Pharmacy at TeamCare is open Monday - Friday from 6:00am - 6:00pm.

What's New

FUN TIMES AHEAD

NEW Game Play Pass: $25 for 5 Game Plays

Coming soon, Guests can purchase a **Game Play Pass** at participating game locations in Universal Studios Florida and Universal's Islands of Adventure.

The Game Play Pass is a reloadable card that offers guests a convenient way to play games. The pass includes 5 game plays for only $25 and will be available for purchase at game locations in both parks.

Mardi Gras Dates Announced

From **February 9 to April 4**, all the parades, food, music, and fun New Orleans is known for will be at Universal Studios Florida. As Mardi Gras floats fill the streets, Guests will celebrate with performers in colorful costumes and all the beads their hearts desire.

There will also be new parade floats! On select nights, we'll also be hosting our annual Mardi Gras concert series featuring today's top artists.

New Team Member Communication Station Debuts at Volcano Bay

Team Members can now visit the Wahi Kai Tu trailer to access myUO and other communication resources such as UOTeam.com, KRONOS, and ESS! The Volcano Bay Communication Station joins other locations property-wide, including Team Member Services, Wardrobe, Backlot Bistro, IOAsis, and CityWalk's Break-Away Café.

HALLOWEEN HORROR NIGHTS

SELECT NIGHTS • SEPT 14–NOV 3

Poltergeist Comes to Halloween Horror Nights

It knows what scares you...

They're Here. Universal Orlando Resort will bring Guests "into the light" with a new maze inspired by Metro Goldwyn Mayer Pictures' (MGM) iconic supernatural horror film, Poltergeist, beginning September 14.

The maze will lure Guests to the Freeling family house built atop a cemetery where malicious ghosts threaten the lives within. From the underground graveyard to ghostly apparitions, Guests will come face-to-face with infamous scenes from the film including the iconic flickering TV screen, menacing Beast from beyond and pool filled with floating corpses. As Guests cross into the 'light,' they will find themselves surrounded by a surreal landscape of vanishing walls, floating furniture and a creepy clown with a menacing smile. In a rush against time, Guests will be forced to make it back to the world of the living or forever be trapped...

New Original Content House Announced: Seeds of Extinction

Horror is in bloom this fall.

Seeds of Extinction places Guests on Earth moments after a meteor has hit, causing immediate mass destruction across the entire planet. Guests will come face-to-face with horrific, humanoid plants, strangling vines, deadly blooms and more. They will have no place to hide as they find a way to escape the invasive vegetation overtaking the place they once called home.

Evil Lives On in Halloween 4: The Return of Michael Myers

Can YOU Return to Haddonfield?

Based on the fourth installment in the classic slasher series created by John Carpenter, the mazes will transport Guests to the suburban town of Haddonfield, Illinois on Halloween night where Myers has escaped Smith's Grove Sanitarium and is hungry for revenge. This time, he relentlessly stalks his niece Jamie as his next victim, stopping at nothing to kill her.

Guests will follow Myers as he escapes the mental hospital, encounters his first victims at Penney's Gas Station and Diner, and wreaks terror on Haddonfield, all set to Alan Howarth's ominous score. The maze will include horrifying scares by Myers in his classic featureless white mask and navy jumpsuit, with guests dodging his bloody knife at every turn. ***Halloween*** fanatics can expect a cameo by Myer's psychiatrist Dr. Loomis and other famous characters from the film as they try to escape the bloodbath.

Lurking for more details on all things Halloween Horror Nights?
Keep your eye on blog.universalorlando.com

Get ready for our TEAM MEMBER PREVIEW on September 12!
Stay tuned for all the gory details!

BRAVO
AWARD WINNERS

BRAVO recognizes and rewards overall excellence in job performance and is celebrated on a monthly basis for outstanding hourly or non-exempt Team Members. BRAVO Award Winners receive a $100 award check, a preferred parking spot for the month, and a UO Gift Card! Further information regarding this program is available through your HR Manager or department leader. Congratulations to this month's winners!

William Webb
Food & Beverage
UOR

Stephanie Irizarry-Bordoy
Marketing & Sales
UOR

Erin Soapes
Security
UVB

Evelyne Edouard
Park Services
UVB

Haden Roye
Entertainment
USF

Jessup Wilkinson
Security
UOR

Justin Abrams
Parking & Transportation
UOR

David Pike
Attraction Operations
USF

Kyle Hardin
Attraction Operations
IOA

Gregory Knipp
Merchandise
IOA

DeDe Gaspard
Attraction Operations
USF

Jak Scyfer
Attraction Operations
IOA

Michael Mendenhall
Technical Services
USF

Otto Sanchez
Technical Services
USF

Allison Toniolo
Merchandise
USF

Edward Vetrecin
Entrance Operations
UOR

Patrick O'Reilly
Event Operations
UOR

Noelle Donovan
Park Services
UOR

Martha Greenelsh
Park Services
CW

Sara Rigg
Merchandise
UOR

Daniel DeCoursey
Food & Beverage
CW

Jessica Fermin
Food & Beverage
CW

Freddy Rojas-DeOliveira
Food & Beverage
USF

Jeanette Sharp
Food & Beverage
IOA

Kiirsten Suomu
Marketing & Sales
UOR

Veronica Dulaire
Food & Beverage
IOA

Alan Fooks
Entertainment
UOR

Bobbie Duncan
Entertainment
UOR

Katie Schacht
Human Resources
UOR

Taylor Harrell
Entertainment
IOA

AUGUST 2018

Around Our Universe

BE A HERO!

How to Assist Guests with ECVs/ Wheelchairs/Strollers in the Park

If you encounter a guest with an ECV, wheelchair, or stroller that has malfunctioned in the park, please follow the steps below to assist (please do not send them to the front of the park or CityWalk Hub):

1. **Obtain the ECV, wheelchair, or stroller number, the Guest's last name on the contract, and a brief description of the issue they are experiencing.**
2. **Ask the Guest to remain in their location and be ready to provide the Rentals team with a description of their location.**
3. **Call Rentals or switch USF or IOA Entrance Channel on a radio.**
   USF: **4-9699**
   IOA: **4-4294**
   CW: **4-7624**
4. **Provide the Rentals Team Member with the Guest's last name, ECV, wheelchair, or stroller number, and a detailed description of their location.**
5. **Be sure to thank the guest for their patience and ensure them that a Team Member from the Rentals team will be on their way to them shortly.**

A Rentals Team Member will respond as quick as possible and meet the guest at their location to provide a replacement.

Should a Guest have additional questions or concerns, please provide them with the external Rentals line at 407-224-1234.

Thank you for being a hero and taking initiative to help our Guests have the best experience possible - it's *The Universal Way!*

Dial 4-INFO When You Have Guest Questions

Universal Orlando Team Members have a variety of tools to ensure we are providing our guests with the most accurate and important information like ***Daily Park News*** and the ***Team Member Reference Guide.***

There's a Useful Tool
to Help Answer
Guest Questions
Dial 4-INFO
Call from any on-property landline
to speak with a
Guest Services Coordinator
ATTRACTION DOWNTIMES · CURRENT WAIT TIMES
PARK HOURS · WEATHER REPORTS · OTHER GUEST QUESTIONS

When you need additional assistance to assist a guest, there's another useful tool available to help. During park operating hours, Team Members can dial **4-INFO (4-4636) from any on-property landline phone** to speak with a Guest Services Coordinator. The 4-INFO line is designed to provide an internal direct line to a Guest Services Coordinator without having to dial the Guest Services Lobby. Guest Services Coordinators can provide the most up-to-date information on topics like:

attraction downtimes • current wait times • weather reports
park hours • and other guest-related questions

Please note that the 4-INFO line should not be used for processing guest vouchers (call 4-4233 instead) or for Team Member-related questions such as Comp Pass information or wait times when visiting the park as a guest.

For Other Important Numbers & Hours

Find out contact information and operating hours for common Team Member services (such as the Comp Pass hotline), under 'References' on **UOTeam.com.**

Diversity & Inclusion
UNIVERSAL ORLANDO RESORT

UPCOMING LEARNING OPPORTUNITIES

The Asian Pacific American Network Presents:
A Story of Service & Leadership

Thursday, August 23 / CityWalk's Rising Star™ / Noon - 1:00pm

Learn from Congresswoman **Stephanie Murphy**, the first Vietnamese-American n her role, as she shares her personal journey and career insights.

The African American Network Presents:
A Literary Discussion – Shift Your Brilliance

Thursday, August 30 / VIVO Italian Kitchen™ / Noon - 1:30pm

As a follow up session to the previous Lunch & Learn hosted, participate in a way to focus on your own inner brilliance. Connect further with **Simon T. Bailey**, local African American presenter as he describes developing a road map to engage and connect with others, to make every day a brilliant breakthrough.

Visit **UOTeam.com/events** to register.

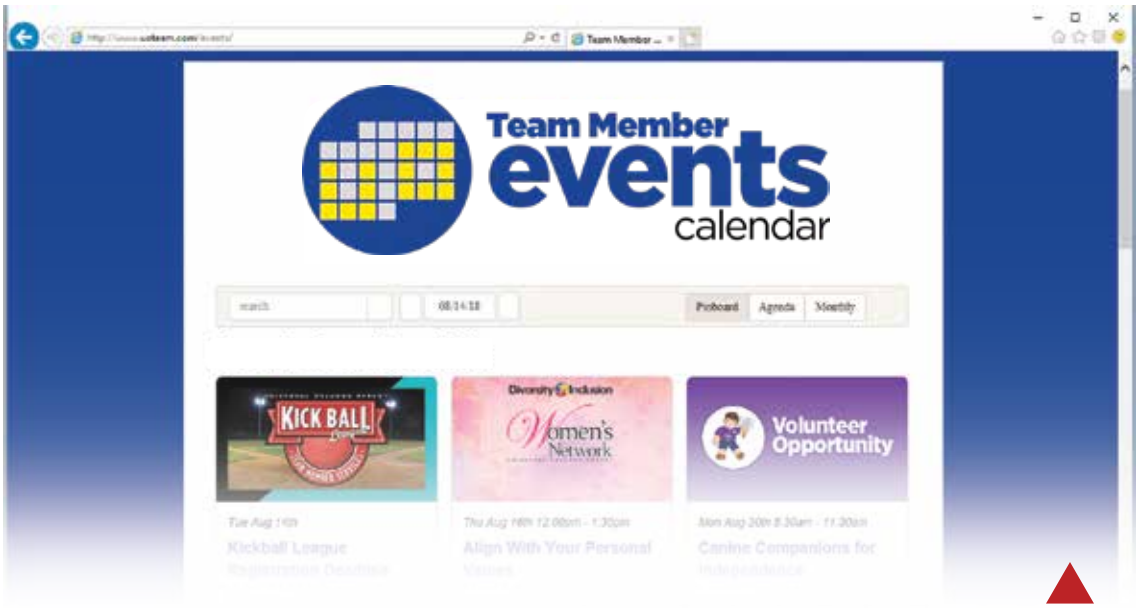
Sign Language Service available upon request via registration system. Please note ASL Interpreters are subject to availability.

REMINDER: Are You Prepared for Hurricane Season?

Hurricane season has begun and as we all know, hurricanes can hit fast and hard in Central Florida. Now is the time to prepare for hurricanes and other natural emergencies!

Your first step should be a stop by Team Member Services in B-111 where you can pick up an Emergency Information Hotline magnet - this way you can stay informed in the event of a hurricane or other emergency. Also, for your convenience, the U-Stop, located in the main Wardrobe building, carries batteries and flashlights to help you build your emergency supplies. Stay safe and aware this season!

Team Members Only



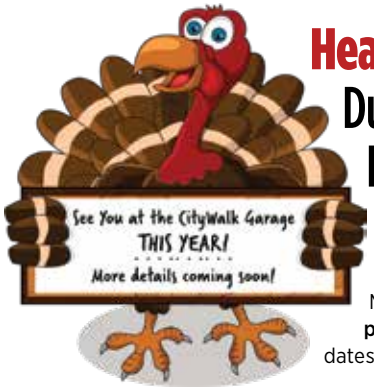
Team Member Event Calendar Debuts on UOTeam.com/events

Staying up-to-date on the latest Team Member events just got a whole lot easier!

Now, you can access a centralized **mobile-friendly** calendar of events just for you on your personal mobile phone or at **UOTeam.com/events.** Everything from movie previews to health screenings, from Diversity & Inclusion events to volunteer opportunities, from sports leagues to plant sales – it's all right here in one place for your convenience. *You can even save an event to your personal calendar with just one click!*

DIGITAL SLIDES

For coverage and convenience, be sure to look for complementary **digital calendar slides** in your area highlighting the same events that you'll discover online!



Heads Up: New Turkey Distribution Location During this Year's *Your Season* Team Member Holiday Celebration

The annual Team Member holiday celebration, **Your Season**, will be returning this November, including turkey distribution! As construction of the TeamPark parking garage will be nearing completion, please be advised that all Team Members will need to make plans to **pick up their turkeys at the CityWalk parking garage** this year. Please stay tuned for more details, including distribution dates, on this year's festivities and exciting new changes to this program!

QUICK CUTS

Share Your Celebrations

- Congratulations to **Karen Mathias** from Premium Services and **Rob Mathias** from Parking & Transportation - the couple celebrates their 29th wedding anniversary on July 1.
- Congratulations to **Stephany Avalos** and **Luis Castro** from Merchandise - the couple wed on July 30.
- Congratulations to **Emily Campbell** from Entrance Operations and Scott Campbell - the couple celebrated their 14th wedding anniversary on August 3.
- Congratulations to **Fred Ertley** from Technical Services and his wife Sandy - the couple celebrated their 18th wedding anniversary on August 17.
- Congratulations to **Joseph Douglas** from Food & Beverage and Valerie Douglas - the couple celebrates their 15th wedding anniversary on August 22.
- Congratulations to **Melanie Hinkley** from Security and Michael Hinkley - the couple celebrates their 4th wedding anniversary on August 22.
- Congratulations to **Deborah Wolfe** from Marketing & Sales and Robert Wolfe - the couple celebrates their 43rd wedding anniversary on August 30.
- Congratulations to **Adelaida Cuevas** Caban from Park Services and Elvin Caban - the couple celebrates their 5th wedding anniversary on August 31.
- Congratulations to **Matt Zadell** from Entrance Operations and **Jen Hannan** from Event Operations - the couple wed on September 15.
- Congratulations to **Enid Vega** from Entrance Operations and Julio Gonzalez - the couple celebrates their 34th wedding anniversary on October 31.
- Congratulations to **Nicole Harper** from Attractions Operations and **Ryan Woirol** from Parking & Transportation on their recent engagement.
- Congratulations to **Patricia Karrh** from Universal Creative and Phillip Zeise on their recent engagement.
- Congratulations to **Troy Klessig** from Finance and Mayra Magana on their recent engagement.
- Congratulations to **Adelaida Cuevas Caban** from Park Services and Elvin Caban on the adoption of Jared Salvador Caban, Marcos Antonio Caban, and Scott Matthew Caban

Are you celebrating a recent milestone wedding anniversary, marriage, birth or adoption? Tell us about it! Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

Team Member Milestones

Congratulations to all Team Members who are Celebrating Their Anniversary with the Company in August!

30 YEARS

Technical Services
Lance Maticka

25 YEARS

Attraction Operations
Mary Sunshine

Entertainment
Kristopher Boyce
Michael Siebern

Food & Beverage
Lynn Weaver

Marketing & Sales
Rebecca Peyton

Technical Services
Eugene Distasio
Bruce Finkbeiner
Valerie Hill
Frank Loomis

20 YEARS

Entertainment
Tram-Anh Miller

Food & Beverage
Howard Morris

Merchandise
Jeff Ferenbach
Lisa Whelan

Park Services
Eric Harris

Security
Francis O'Neil
Rodolfo Seda

Technical Services
Tim Carver
Frederick Ertley Jr
Jeffrey Gornto
Matthew Kitchen
Timothy Samels
John See
Russell Tomlinson

USF Production Group
Julie Dietz

15 YEARS

Blue Man Group
Edward Carafello

Entertainment
Daniel Bratkovich
Danielle Compo
Kimberly DeLellis
Joshua Downing
Melissa Falk
Clara Hemphill
Kimberly Madrid

Entrance Operations
Adam Laprade
Kendra Meldrum
Seth Ober

Food & Beverage
Robert Ayala
Leda Del Castillo
Sonya Schipani
Anna Tirado

Marketing & Sales
Penny Fee
Vincent LaRuffa

Universal Creative
Patrick Vogtli

USF Production Group
Stephen Montrowl

10 YEARS

Attractions Operations
Courtney Davis
Guy Edge
Amanda Fincham
Samuel Renn

Entertainment
Steven Beaumont II
Carnell Crockett
Alexandra Ellis
Joseph D'Angelo-Lajoie
Brian Fornoles
Joseph Grego
Erich Groeber
Jared Hansel
Keisha Harris
Timothy Hartzog
Nicole Henry
Brad Johnson
Katharina Kastner
Philip Lambert Duke
Liliana Landsman
Richard Melendez
Craig Shiman
Amanda Smith
Michael Symons
Tiffany Trilli
Julianna Tucker
Kyle Vest
Nestor Williams
Bryan Woods

Entrance Operations
David Alenik
Meaghan Carey
Michael Keating
Patrick Richardson

Finance
Sue Clark

Food & Beverage
Joseph Graham
Michael Peterson
Navin Ramdhanie
Melinda Stone
Health Services
Johnie Smith Jr.

Human Resources
Alexandra Gursky

Marketing & Sales
Lidia Markser

Park Services
Donovan Birch
Andrea Flowers
Tressie Hodge
Rene Palomino
Joseph Riedley Jr.

Parks Technology
Gregory Di Sisto

Security
Peter Brown

Technical Services
Glen Baird III
Harry Crook
Sean Frerichs
Robert Hartline Jr
Patrick Kennedy
Phillip Robinson
James Thompson Jr.
Robert Williams

Universal Creative
Jill Shargaa
Thomas Simoneau

Wardrobe
Michael O'Brien

5 YEARS

Attractions Operations
Arieana Biggins
Andrew Cormack
Kristen Denson
Dustin Evans
Shayla Felder
Stephanie Fortier
Robert Greene
Joshua Kern
Kaitlin Sumner
April Wise
Jessica Zevallos

Entertainment
Austin Abel
Desiree Abraham
Jordan Allen
Katherine Allen
Kile Allen
Lauren Andersson
Melody Austin
Jeremy Browning
Paul Christopher Elkins
Samuel Cloward
Hillary Cracauer
Zachary Crawford
Mason Criswell
Noah Ellis
Emily Gorsuch
Christina Hernandez
Tyler Ilgen
Nicolle Jackson
Dillon Jepkema
Austin Kelly
Ryan Kirsch
Bryan Manley
Kellie Martin
Chrystal Matthews
Kelley Mauro
Andrea McPhee
Jose Mendez Jr.
Kelly Murray
Madalyn Musser
Ryan O'Hearn
Michael Pastore
Thanh Pham
Brandon Pickering
Ann Marie Pondo
Logan Reichard
Jessica Rodriguez
Leishka Rodriguez Bermudez
Steven Rodriguez-Bermudez
Maria Rosario
Lorenzo Ruffin
Jason Schuessler
Ashley Sherman
Autumn Sherman
Darren Smith
David Tooke
William Velez
Naomi Washburn
Kathryn Welch
Brooke White
Brandi Wines
Brandon Wood

Entrance Operations
Faith Kaplan-Wright
Jacob Newbill
Ashley Sanchez

Event Operations
Vanessa Heaton
Matthew Lipscomb

Finance
Justin Robertson
Rafael Torres

Food & Beverage
Jon Ashlin
Miranda Beranek
Samuel Cancel Jr
Julian Cuevas
Ashleigh Dodd
Ivelis Molina
Courtney Neff
Britni Parkes
Martdanielle Pierre
Michael Rivera
Melanie Rodriguez Rivera
Tanasia Rogers
Erik Ross
Maureen Ruiz
Margarita Workman

Health Services
Jesse Waters

Human Resources
Kaylee Parker
Sabrina Rahimi
Roxanne Rodriguez
Deborah Rose

Marketing & Sales
Meredith Bandy
Shalonda Frazier
Renato Goncalves
Ryon Jason
Juliana Mesanelli
Tariro Mutsokoti
Sean Pagnotti

Merchandise
Alex Albright
Fawn Carcifi
Marta Cedeno
Stefanie Cordero
Diane Gnida
Karina Hodge
Donna Wintersteen
Rebecca Wise

Operations
Christopher Warbis

Park Services
Milagros Acevedo
Zachary Arganbright
Alexandria Buono
Michael Cintron
Esperanza Cordero
Scott McBurney

Parks Technology
James Fox
Rosalina Lieffring
Deepthi Padavala
Rafael Sardina

Security
Eugene Amlong
William Ferguson
Frank Jones Jr
Lisa Konczal
Patrick Lawler
Joshua Steffen

Technical Services
Jason Denning
Thomas Handel
Mark Hobson
Roy Leader
Michael Rodriguez
Danielle Udchik
Huel Watson
Rocky White

Universal Creative
Jaimee Ranieri
John Sirabella

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Questions? Comments? Story Ideas? Give us your feedback! E-mail **communications@universalorlando.com**
1000 Universal Studios Plaza • Orlando, FL 32819 | Phone: **407-224-5078** • **www.UOTeam.com**

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Note: Dates, times, pricing, locations, and other details are subject to change. Please visit UOTeam.com for updates to the online version.

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